

ABSTRACT OF THE DISCLOSURE

A method and system for automatically distributing calls from calling parties to agents in a telephonic service provider facility, in which a database associates specific calling parties with specific agents. An identifier of a calling party is compared to identifiers in the database and the calling party is connected to the agent with whom the calling party has been associated if the identifier matches one in the database. If the identifier of the calling party does not match one of the identifiers in the database, a voice message is provided to the calling party to urge the calling party to provide a further identifier, which is then compared to the identifiers in the database. If the further identifier matches one of the identifiers in the database, the calling party is connected to the agent with whom the calling party has been associated.